

# Get started with 3 easy steps

Welcome to Kaiser Permanente



# Greetings

We're glad to be your partner on this journey, and we look forward to a long and healthy relationship with you.

To help you make the most of your membership, we've outlined some simple steps for getting started in this Welcome Book. If you've already taken those steps, then you're well on your way.

If you haven't, this handbook will walk you through the most important steps to accessing your membership. The sooner you choose a doctor and sign up on our website, the more you'll get out of your new health plan.

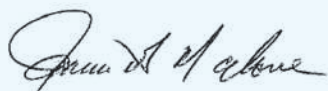
Get started today by calling **1-888-956-1616** (TTY **711**), Monday through Friday, 7 a.m. to 7 p.m. Or visit **[kp.org/newmember](http://kp.org/newmember)**.

Take advantage of all that life has to offer by being as healthy as you can be.

## Welcome to Kaiser Permanente!



Michael Lalich, MD  
Area Medical Director



James G. Malone  
Chief Administrative Officer



Jane Finley  
Senior Vice President and Area Manager

# Let's get started!

Making the most of your membership is easy.

## Get started in 3 easy steps



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Go to [kp.org/newmember](https://kp.org/newmember) to start your journey to great health.

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For help in your language, you may request language assistance at no cost to you by calling Member Services (see phone numbers on back inside cover).



# 1 Choose your doctor – and change anytime

## Select from a wide range of great Kaiser Permanente doctors

At Kaiser Permanente, we know how important it is to find a doctor who matches your specific needs. Having a doctor you connect with is an important part of taking care of your health.

### Choose the right doctor

To help you find a doctor who's right for you, you can browse our online doctor profiles. There, you can search available doctors by gender, location, languages spoken, and more – and view their photos, education, and credentials.

### You can choose a personal doctor within these specialties:

- Adult medicine/internal medicine
- Family medicine
- Pediatrics/adolescent medicine (for children up to 18)

Each covered family member may choose their own personal doctor.

### Change anytime

You can also change to another available Kaiser Permanente doctor at any time, for any reason – online or by phone.

#### Choose online

Go to **kp.org/newmember** to browse our doctor profiles and select a doctor who matches your needs.

#### Choose by phone

Call us at **1-888-956-1616 (TTY 711)**, Monday through Friday, 7 a.m. to 7 p.m., and we'll help you find a doctor. We can also help you schedule your first appointment.

### See specialists, some without a referral

You don't need a referral to obstetrics-gynecology, optometry, mental health services, and treatment for substance use disorders. Just call **1-833-KP4CARE (1-833-574-2273) (TTY 711)** for appointments or 24/7 medical advice.

For other types of specialty care, your doctor will refer you.



## 2 Create your online account at kp.org

### Start using our secure website to manage your health on your time

With kp.org, you can securely access many time-saving tools and resources to help you stay on top of your health. Register today so you can use them as soon as you need them.

### Manage your care at kp.org

Visit **kp.org** anytime, from anywhere, to:<sup>1</sup>

- View most lab test results
- Refill most prescriptions
- Email your doctor's office with nonurgent questions
- Schedule and cancel routine appointments
- Print vaccination records for school, sports, and camp
- Pay medical bills and get cost estimates
- Manage a family member's health care<sup>2</sup>
- Update your account preferences to paperless

#### ➤ Creating a kp.org account is easy

Simply create your account at **kp.org/newmember** or with the Kaiser Permanente app, which you can download from your preferred app site. When registering, have your medical record number handy – you'll find it on your member ID card.

### Get inspired at kp.org

Your kp.org account also gives you access to many tools and tips for healthy living, as well as recipes and articles on a wide range of health topics.

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<sup>1</sup>These features are available when you get care at Kaiser Permanente facilities.

<sup>2</sup>Due to privacy laws, certain features may not be available when they are being accessed on behalf of a child 18 or younger, and your child's physician may be prevented from disclosing certain information to you without your child's consent.





# 3 Get prescriptions

## We make it easy to get your prescriptions

You have options to help you transition your prescriptions to a Kaiser Permanente pharmacy near you. Since this transition can take 2 or more business days, make sure to contact us before you need a refill.

### Transitioning by phone or online?

When you call or go online, have the following information ready:

- Your Kaiser Permanente medical record number
- Your prescription name, number, dosage, and directions for use
- The name and phone number of your current pharmacy
- The name and phone number of the prescribing physician

### Transitioning your prescriptions at the doctor?

You can either:

- Bring your prescription bottles to the appointment.
- Take photos of your prescription labels and be ready to share them with your doctor.

## Picking up your order

You can pick up your prescriptions at any of the Kaiser Permanente pharmacies located in our medical centers and many of our medical offices. Just select whichever location is most convenient for you. Visit [kp.org/facilities](https://kp.org/facilities) to search pharmacy locations near you.

## Getting new and refill prescriptions by mail

Once you've transitioned your prescriptions, just visit [kp.org/pharmacy](https://kp.org/pharmacy) to get most new or refill prescriptions\* mailed to you. We even pay the postage for standard delivery. First, you'll need to create your account by visiting [kp.org/registernow](https://kp.org/registernow).

### Get prescriptions by phone

Call us at **1-866-206-2985 (TTY 711)**, Monday through Friday, from 7 a.m. to 7 p.m.

### Get prescriptions online

Go to [kp.org/newmember](https://kp.org/newmember) and follow the steps to transition your prescriptions online.

### Transition your prescriptions in person

Make your first appointment by phone or on [kp.org](https://kp.org). Then bring your pill bottles, or photos of the labels, when you go.

\*For certain drugs, you can get prescription refills mailed to you through our Kaiser Permanente mail-order pharmacy. You should receive them within 10 business days. If not, please call **1-866-206-2985 (TTY 711)**, Monday through Friday, from 7 a.m. to 7 p.m.



# Getting the right care

No matter what life throws your way, you’ve got many ways to connect to convenient, high-quality care for you and your family.

Not feeling well? Call us 24/7. Need care now? Make a same-day appointment. Can’t make the drive? Talk to a doctor by phone or video.



## Appointments and 24/7 medical advice

Call us at **1-833-KP4CARE (1-833-574-2273) (TTY 711)** to make an appointment or get 24/7 medical advice. We can also tell you if a location accepts walk-ins, offers after-hours care, or has same-day or next-day appointments. Once you create your online account at [kp.org/newmember](https://kp.org/newmember), you can also schedule most in-person appointments online.<sup>1</sup>



## Phone appointments

Save yourself a trip to the office by scheduling a call with a Kaiser Permanente doctor.<sup>1,2</sup>



## Video visits

Meet face-to-face online with a doctor – right from your computer or mobile device. Call us to see if video visits are available to you.<sup>1,2</sup>



## In-person appointments

Most Kaiser Permanente locations offer many services under one roof, so you’ll save time and money with a single trip.



## Email your doctor

Message your doctor’s office anytime with nonurgent health questions – great for follow-up care after a routine appointment.<sup>1</sup>



## E-visits

Fill out a short questionnaire about your symptoms, and a clinician will get back to you with a care plan – usually within 2 hours.

<sup>1</sup>These features are available when you get care at Kaiser Permanente facilities.

<sup>2</sup>When appropriate and available.

## No matter what kind of care you need, we've got you covered

You've got access to a full range of care and services,<sup>1</sup> and knowing the difference between them can save you time. Visit [kp.org/newmember](https://kp.org/newmember) for more details on types of care.

### Types of care you may need



#### Routine care

Routine care is for expected care needs, like a scheduled visit to your doctor for a recommended preventive screening. Examples include:

- Adult and well-child checkups or physical exams
- Follow-up visits
- Pap test or immunization (shots)



#### Urgent care

An urgent care need is one that requires prompt medical attention, usually within 24 or 48 hours, but is not an emergency medical condition. Examples include:

- Minor injuries
- Backaches
- Earaches
- Sore throats
- Coughs
- Upper-respiratory symptoms
- Frequent urination or a burning sensation when urinating



#### Emergency care<sup>2</sup>

Emergency care is for medical or mental health conditions that require immediate medical attention to prevent serious jeopardy to your health. Examples include:

- Chest pain or pressure
- Severe stomach pain that comes on suddenly
- Decrease in or loss of consciousness
- Severe shortness of breath

#### Care spotlight: Mental health

Your mind and body are connected, but everyone's mental health and wellness journey is different. We're committed to helping you find the best path forward for you. Services include:

- Online self-assessments
- Personalized healthy lifestyle programs
- Classes and support groups<sup>3</sup>

<sup>1</sup>You must get covered services from plan providers except for authorized referrals, emergency care, and out-of-area urgent care or as otherwise described in the **Evidence of Coverage (EOC)**. If you use providers that are not in our network, the plan may not pay for these services.

<sup>2</sup>If you reasonably believe you have an emergency medical condition, call **911** or go to the nearest emergency department. An emergency medical condition is a medical or psychiatric condition that requires immediate medical attention to prevent serious jeopardy to your health. For the complete definition of an emergency medical condition, please refer to your **Evidence of Coverage** or other plan documents.

<sup>3</sup>Classes may vary by location, and some may require a fee.



## Facility locations

The following facilities offer primary care and other services near your home. For more information about these locations and other facilities in this area, visit [kp.org/sandiego](https://kp.org/sandiego) and [kptargetclinic.org](https://kptargetclinic.org). To find locations in other areas, go to [kp.org/facilities](https://kp.org/facilities).

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### Medical centers and medical offices

Our medical centers provide a full range of services – from primary care and specialty care to hospital services and emergency care. Our medical offices are located in the communities around our medical centers and usually have primary care, lab, X-ray, and pharmacy services under one roof.

**Kaiser Permanente  
San Diego Medical Center**  
9455 Clairemont Mesa Blvd.  
San Diego, CA 92123

**Kaiser Permanente  
Zion Medical Center**  
4647 Zion Ave.  
San Diego, CA 92120

**Bonita Medical Offices**  
3955 Bonita Rd.  
Bonita

**Bostonia Medical Offices**  
1630 E. Main St.  
El Cajon

**Carlsbad Medical Offices**  
6860 Avenida Encinas  
Carlsbad

**Carmel Valley Medical Offices**  
3851 Shaw Ridge Rd  
San Diego

**Clairemont Mesa Medical  
Offices**  
7060 Clairemont Mesa Blvd.  
San Diego

**El Cajon Medical Offices**  
250 Travelodge Dr.  
El Cajon

**Escondido Medical Offices**  
732 N. Broadway  
Escondido

**Garfield Specialty Center**  
5893 Copley Dr.  
San Diego

**La Mesa Medical Offices**  
8080 Parkway Dr.  
La Mesa

**Oceanside Medical Offices**  
1302 Rocky Point Drive  
Oceanside

**Otay Mesa Medical Offices**  
4650 and 4660 Palm Ave.  
San Diego

**Point Loma Medical Offices**  
3250 Fordham St. and  
3240 Kenyon St.  
San Diego

**Rancho Bernardo  
Medical Offices**  
17140 Bernardo Center Dr.  
San Diego

**Rancho San Diego  
Medical Offices**  
3875 Avocado Blvd.  
La Mesa

**San Marcos Medical Offices**  
400 Craven Rd.  
San Marcos

**Vandever Medical Offices**  
4405 Vandever Ave.  
San Diego

**Viewridge Medical Offices**  
5251 Viewridge Court  
San Diego

**Vista Medical Offices**  
780 Shadowridge Dr.  
Vista

### Affiliated plan facilities

Your doctor may refer you to an affiliated plan facility for certain types of care, like selected inpatient or outpatient hospital services. Affiliated plan facilities also provide emergency services.

**Palomar Medical Center  
Escondido**  
2185 W. Citracado Pkwy.  
Escondido



# Resources for healthy living

Take advantage of our wide variety of resources to help keep you informed, inspired, and feeling your best.

## Monthly newsletter

When you sign up on [kp.org](http://kp.org), you'll automatically start getting our monthly newsletter, **Partners in Health**, by email. It has health tips, member stories, and a variety of other resources to help you thrive.

## Center for Healthy Living workshops

Our Center for Healthy Living helps our members lead healthier lives by offering convenient workshops and support groups at our facilities. Some may require a fee, but many are available at no cost. More information and course listings are available at your local Center for Healthy Living. You can also browse course listings online at [kp.org/classes](http://kp.org/classes).

## Member guidebook

### Your Guidebook to Kaiser Permanente

**Services** contains important information like your rights and responsibilities as a Kaiser Permanente member. Download a copy at [kp.org/eguidebook](http://kp.org/eguidebook) or request a printed copy by mail by calling our Member Service Contact Center (see phone numbers on the back inside cover).

## Nondiscrimination Notice

Kaiser Permanente does not discriminate on the basis of age, race, ethnicity, color, national origin, cultural background, ancestry, religion, sex, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, source of payment, genetic information, citizenship, primary language, or immigration status.

Language assistance services are available from our Member Services Contact Center 24 hours a day, seven days a week (except closed holidays). Interpreter services, including sign language, are available at no cost to you during all hours of operation. Auxiliary aids and services for individuals with disabilities are available at no cost to you during all hours of operation. We can also provide you, your family, and friends with any special assistance needed to access our facilities and services. You may request materials translated in your language, and may also request these materials in large text or in other formats to accommodate your needs at no cost to you. For more information, call **1-800-464-4000** (TTY users call **711**).

A grievance is any expression of dissatisfaction expressed by you or your authorized representative through the grievance process. For example, if you believe that we have discriminated against you, you can file a grievance. Please refer to your *Evidence of Coverage or Certificate of Insurance* or speak with a Member Services representative for the dispute-resolution options that apply to you. This is especially important if you are a Medicare, Medi-Cal, MRMIP, Medi-Cal Access, FEHBP, or CalPERS member because you have different dispute-resolution options available.

You may submit a grievance in the following ways:

- By completing a Complaint or Benefit Claim/Request form at a Member Services office located at a Plan Facility (please refer to *Your Guidebook* or the facility directory on our website at **kp.org** for addresses)
- By mailing your written grievance to a Member Services office at a Plan Facility (please refer to *Your Guidebook* or the facility directory on our website at **kp.org** for addresses)
- By calling our Member Service Contact Center toll free at **1-800-464-4000** (TTY users call **711**)
- By completing the grievance form on our website at **kp.org**

Please call our Member Service Contact Center if you need help submitting a grievance.

The Kaiser Permanente Civil Rights Coordinator will be notified of all grievances related to discrimination on the basis of race, color, national origin, sex, age, or disability. You may also contact the Kaiser Permanente Civil Rights Coordinator directly at One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf) or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

## Aviso de no discriminación

Kaiser Permanente no discrimina a ninguna persona por su edad, raza, etnia, color, país de origen, antecedentes culturales, ascendencia, religión, sexo, identidad de género, expresión de género, orientación sexual, estado civil, discapacidad física o mental, fuente de pago, información genética, ciudadanía, lengua materna o estado migratorio.

La Central de Llamadas de Servicio a los Miembros brinda servicios de asistencia con el idioma las 24 horas del día, los siete días de la semana (excepto los días festivos). Se ofrecen servicios de interpretación sin costo alguno para usted durante el horario de atención, incluido el lenguaje de señas. Se ofrecen aparatos y servicios auxiliares para personas con discapacidades sin costo alguno durante el horario de atención. También podemos ofrecerle a usted, a sus familiares y amigos cualquier ayuda especial que necesiten para acceder a nuestros centros de atención y servicios. Puede solicitar los materiales traducidos a su idioma, y también los puede solicitar con letra grande o en otros formatos que se adapten a sus necesidades sin costo para usted. Para obtener más información, llame al **1-800-788-0616** (los usuarios de la línea TTY deben llamar al **711**).

Una queja es una expresión de inconformidad que manifiesta usted o su representante autorizado a través del proceso de quejas. Por ejemplo, si usted cree que ha sufrido discriminación de nuestra parte, puede presentar una queja. Consulte su *Evidencia de Cobertura (Evidence of Coverage)* o *Certificado de Seguro (Certificate of Insurance)*, o comuníquese con un representante de Servicio a los Miembros para conocer las opciones de resolución de disputas que le corresponden. Esto tiene especial importancia si es miembro de Medicare, Medi-Cal, el Programa de Seguro Médico para Riesgos Mayores (Major Risk Medical Insurance Program MRMIP), Medi-Cal Access, el Programa de Beneficios Médicos para los Empleados Federales (Federal Employees Health Benefits Program, FEHBP) o CalPERS, ya que dispone de otras opciones para resolver disputas.

Puede presentar una queja de las siguientes maneras:

- Completando un formulario de queja o de reclamación/solicitud de beneficios en una oficina de Servicio a los Miembros ubicada en un centro del plan (consulte las direcciones en *Su Guía* o en el directorio de centros de atención en nuestro sitio web en **kp.org/espanol**)
- Enviando por correo su queja por escrito a una oficina de Servicio a los Miembros en un centro del plan (consulte las direcciones en *Su Guía* o en el directorio de centros de atención en nuestro sitio web en **kp.org/espanol**)
- Llamando a la línea telefónica gratuita de la Central de Llamadas de Servicio a los Miembros al **1-800-788-0616** (los usuarios de la línea TTY deben llamar al **711**)
- Completando el formulario de queja en nuestro sitio web en **kp.org/espanol**

Llame a nuestra Central de Llamadas de Servicio a los Miembros si necesita ayuda para presentar una queja.

Se le informará al coordinador de derechos civiles de Kaiser Permanente (Civil Rights Coordinator) de todas las quejas relacionadas con la discriminación por motivos de raza, color, país de origen, género, edad o discapacidad. También puede comunicarse directamente con el coordinador de derechos civiles de Kaiser Permanente en One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612.

También puede presentar una queja formal de derechos civiles de forma electrónica ante la Oficina de Derechos Civiles (Office for Civil Rights) en el Departamento de Salud y Servicios Humanos de los Estados Unidos (U.S. Department of Health and Human Services) mediante el portal de quejas formales de la Oficina de Derechos Civiles (Office for Civil Rights Complaint Portal), en [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf) (en inglés) o por correo postal o por teléfono a: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697 (línea TDD). Los formularios de queja formal están disponibles en [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html) (en inglés).

## 無歧視公告

**Kaiser Permanente**禁止以年齡、人種、族裔、膚色、原國籍、文化背景、血統、宗教、性別、性別認同、性別表達、性取向、婚姻狀況、生理或心理殘障、付款來源、遺傳資訊、公民身份、主要語言或移民身份為由而歧視任何人。

會員服務聯絡中心每週七天每天24小時提供語言協助服務（節假日除外）。本機構在全部營業時間內免費為您提供口譯，包括手語服務，以及殘障人士輔助器材和服務。我們還可為您和您的親友提供使用本機構設施與服務所需要的任何特別協助。您還可免費索取翻譯成您的語言的資料，以及符合您需求的大號字體或其他格式的版本。若需更多資訊，請致電 **1-800-757-7585**（TTY專線使用者請撥**711**）。

申訴指任何您或您的授權代表透過申訴程序來表達不滿的做法。例如，如果您認為自己受到歧視，即可提出申訴。若需瞭解適用於自己的爭議解決選項，請參閱《承保範圍說明書》(*Evidence of Coverage*)或《保險證明書》(*Certificate of Insurance*)，或諮詢會員服務代表。如果您是 Medicare、Medi-Cal、高風險醫療保險計劃 (Major Risk Medical Insurance Program, MRMIP)、Medi-Cal Access、聯邦僱員健康保險計劃 (Federal Employees Health Benefits Program, FEHBP) 或 CalPERS 會員，採取上述行動尤其重要，因為您可能有不同的爭議解決選項。

您可透過以下方式提出申訴：

- 在健康保險計劃服務設施的會員服務處填寫《投訴或福利索賠/申請表》（地址見《健康服務指南》(Your Guidebook) 或我們網站**kp.org**上的服務設施名錄）
- 將書面申訴信郵寄到健康保險計劃服務設施的會員服務處（地址見《健康服務指南》或我們網站**kp.org**上的服務設施名錄）
- 致電我們的會員服務聯絡中心，免費電話號碼是**1-800-757-7585**（TTY專線請撥**711**）
- 在我們的網站上填寫申訴表，網址是**kp.org**

如果您在提交申訴時需要協助，請致電我們的會員服務聯絡中心。

涉及人種、膚色、原國籍、性別、年齡或殘障歧視的一切申訴都將通知Kaiser Permanente的民權事務協調員。您也可與Kaiser Permanente的民權事務協調員直接聯絡，地址：  
One Kaiser Plaza, 12th Floor, Suite 1223, Oakland, CA 94612。

您還可以電子方式透過民權辦公室的投訴入口網站向美國健康與公共服務部民權辦公室提出民權投訴，網址是 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf) 或者按照如下資訊採用郵寄或電話方式聯絡：U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201, 1-800-368-1019, 1-800-537-7697（TDD）。投訴表可從網站 [hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html) 下載。



# Language Assistance Services

**English:** Language assistance is available at no cost to you, 24 hours a day, 7 days a week. You can request interpreter services, materials translated into your language, or in alternative formats. Just call us at **1-800-464-4000**, 24 hours a day, 7 days a week (closed holidays). TTY users call **711**.

**Arabic:** خدمات الترجمة الفورية متوفرة لك مجاناً على مدار الساعة كافة أيام الأسبوع. بإمكانك طلب خدمة الترجمة الفورية أو ترجمة وثائق للغتك أو لصيغ أخرى. ما عليك سوى الاتصال بنا على الرقم **1-800-464-4000** على مدار الساعة كافة أيام الأسبوع (مغلق أيام العطلات). لمستخدمي خدمة الهاتف النصي يرجى الاتصال على الرقم (711).

**Armenian:** Ձեզ կարող է անվճար օգնություն տրամադրվել լեզվի հարցում՝ օրը 24 ժամ, շաբաթը 7 օր: Դուք կարող եք պահանջել բանավոր թարգմանչի ծառայություններ, Ձեր լեզվով թարգմանված կամ այլընտրանքային ձևաչափով պատրաստված նյութեր: Պարզապես զանգահարեք մեզ՝ **1-800-464-4000** հեռախոսահամարով՝ օրը 24 ժամ՝ շաբաթը 7 օր (տոն օրերին փակ է): TTY-ից օգտվողները պետք է զանգահարեն **711**:

**Chinese:** 您每週 7 天，每天 24 小時均可獲得免費語言協助。您可以申請口譯服務、要求將資料翻譯成您所用語言或轉換為其他格式。我們每週 7 天，每天 24 小時均歡迎您打電話 **1-800-757-7585** 前來聯絡（節假日 休息）。聽障及語障專線 (TTY) 使用者請撥 **711**。

**Farsi:** خدمات زبانی در 24 ساعت شبانه روز و 7 روز هفته بدون اخذ هزینه در اختیار شما است. شما می توانید برای خدمات مترجم شفاهی، ترجمه جزوات به زبان شما و یا به صورتهای دیگر درخواست کنید. کفایت در 24 ساعت شبانه روز و 7 روز هفته (به استثنای روزهای تعطیل) با ما به شماره **1-800-464-4000** تماس بگیرید. کاربران TTY با شماره **711** تماس بگیرند.

**Hindi:** बिना किसी लागत के दुभाषिया सेवाएँ, दिन के 24 घंटे, सप्ताह के सातों दिन उपलब्ध हैं। आप एक दुभाषिये की सेवाओं के लिए, बिना किसी लागत के सामग्रियों को अपनी भाषा में अनुवाद करवाने के लिए, या वैकल्पिक प्रारूपों के लिए अनुरोध कर सकते हैं। बस केवल हमें **1-800-464-4000** पर, दिन के 24 घंटे, सप्ताह के सातों दिन (छुट्टियों वाले दिन बंद रहता है) कॉल करें। TTY उपयोगकर्ता **711** पर कॉल करें।

**Hmong:** Muajkwc pab txhais lus pub dawb rau koj, 24 teev ib hnub twg, 7 hnub ib lim tiam twg. Koj thov tau cov kev pab txhais lus, muab cov ntaub ntauv txhais ua koj hom lus, los yog ua lwm hom. Tsuas hu rau **1-800-464-4000**, 24 teev ib hnub twg, 7 hnub ib lim tiam twg (cov hnub caiv kaw). Cov neeg siv TTY hu **711**.

**Japanese:** 当院では、言語支援を無料で、年中無休、終日ご利用いただけます。通訳サービス、日本語に翻訳された資料、あるいは資料を別の書式でも依頼できます。お気軽に **1-800-464-4000** までお電話ください（祭日を除き年中無休）。TTY ユーザーは **711** にお電話ください。

**Khmer:** ជំនួយភាសា គឺមានឥតអស់ថ្លៃដល់អ្នកឡើយ 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ។ អ្នកអាចស្នើសុំសេវាអ្នកបកប្រែ សំភារៈដែលបានបកប្រែទៅជាភាសាខ្មែរ ឬជាទម្រង់ផ្សេងទៀត។ គ្រាន់តែទូរស័ព្ទមកយើង តាមលេខ **1-800-464-4000** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ (បិទថ្ងៃបុណ្យ)។ អ្នកប្រើ TTY ហៅលេខ **711**។

**Korean:** 요일 및 시간에 관계없이 언어 지원 서비스를 무료로 이용하실 수 있습니다. 귀하는 통역 서비스, 귀하의 언어로 번역된 자료 또는 대체 형식의 자료를 요청할 수 있습니다. 요일 및 시간에 관계없이 **1-800-464-4000** 번으로 전화하십시오 (공휴일 휴무). TTY 사용자 번호 **711**.

**Laotian:** ການຊ່ວຍເຫຼືອດ້ານພາສາມີໄວ້ໂດຍບໍ່ເສັຽຄ່າ ແກ່ທ່ານ, ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ. ທ່ານ ສາມາດຮ້ອງຂໍຮັບບໍລິການນາຍພາສາ, ໃຫ້ແປເອກະ ສານເປັນພາສາຂອງທ່ານ, ຫຼື ໃນຮູບແບບອື່ນ. ພຽງ ແຕ່ໂທຫາພວກເຮົາທີ່ **1-800-464-4000**, ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ (ປິດວັນພັກຕ່າງໆ). ຜູ້ໃຊ້ສາຍ TTY ໂທ **711**.



**Navajo:** Saad bee áká'a'ayeed náhóló t'áá jiik'é, naadiin doo bibaa' dji' ahéé'iikeed tsosts'id yiskáají damoo ná'ádeehjí. Atah halne'é áká'adoolwołígíí jókí, t'áadoo le'é t'áá hóhazaadji hadilyaa'go, éí doodaii' nááná lá ał'aa ádaat'ehígíí bee hádadilyaa'go. Kojí hodiilnih **1-800-464-4000**, naadiin doo bibaa' dji' ahéé'iikeed tsosts'id yiskáají damoo ná'ádeehjí (Dahodiyin biniiyé e'e'aahgo éí da'deelkaal). TTY chodeeyoolínígíí kojí hodiilnih **711**.

**Punjabi:** ਬਿਨਾਂ ਕਿਸੀ ਲਾਗਤ ਦੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਦੁਭਾਸ਼ੀਆ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹੈ। ਤੁਸੀਂ ਇੱਕ ਦੁਭਾਸ਼ੀਏ ਦੀ ਮਦਦ ਲਈ, ਸਮੱਗਰੀਆਂ ਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਲਈ, ਜਾਂ ਕਿਸੇ ਵੱਖ ਫਾਰਮੈਟ ਵਿੱਚ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। ਬਸ ਸਿਰਫ਼ ਸਾਨੂੰ **1-800-464-4000** ਤੇ, ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ (ਛੁੱਟੀਆਂ ਵਾਲੇ ਦਿਨ ਬੰਦ ਰਹਿੰਦਾ ਹੈ) ਫ਼ੋਨ ਕਰੋ। TTY ਦਾ ਉਪਯੋਗ ਕਰਨ ਵਾਲੇ **711** 'ਤੇ ਫ਼ੋਨ ਕਰਨ।

**Russian:** Мы бесплатно обеспечиваем Вас услугами перевода 24 часа в сутки, 7 дней в неделю. Вы можете воспользоваться помощью устного переводчика, запросить перевод материалов на свой язык или запросить их в одном из альтернативных форматов. Просто позвоните нам по телефону **1-800-464-4000**, который доступен 24 часа в сутки, 7 дней в неделю (кроме праздничных дней). Пользователи линии TTY могут звонить по номеру **711**.

**Spanish:** Contamos con asistencia de idiomas sin costo alguno para usted 24 horas al día, 7 días a la semana. Puede solicitar los servicios de un intérprete, que los materiales se traduzcan a su idioma o en formatos alternativos. Solo llame al **1-800-788-0616**, 24 horas al día, 7 días a la semana (cerrado los días festivos). Los usuarios de TTY, deben llamar al **711**.

**Tagalog:** May magagamit na tulong sa wika nang wala kang babayaran, 24 na oras bawat araw, 7 araw bawat linggo. Maaari kang humingi ng mga serbisyo ng tagasalin sa wika, mga babasahin na isinalin sa iyong wika o sa mga alternatibong format. Tawagan lamang kami sa **1-800-464-4000**, 24 na oras bawat araw, 7 araw bawat linggo (sarado sa mga pista opisyal). Ang mga gumagamit ng TTY ay maaaring tumawag sa **711**.

**Thai:** เรามีบริการล่ามฟรีสำหรับคุณตลอด 24 ชั่วโมงทุกวันตลอดชั่วโมงทำการของเราคุณสามารถขอให้ล่ามช่วยตอบคำถามของคุณที่เกี่ยวข้องกับความคุ้มครองการดูแลสุขภาพของเราและคุณยังสามารถขอให้มีการแปลเอกสารเป็นภาษาที่คุณใช้ได้โดยไม่มีการคิดค่าบริการเพียงโทรหาเราที่หมายเลข **1-800-464-4000** ตลอด 24 ชั่วโมงทุกวัน (ปิดให้บริการในวันหยุดราชการ) ผู้ใช้ TTY โปรดโทรไปที่ **711**

**Vietnamese:** Dịch vụ thông dịch được cung cấp miễn phí cho quý vị 24 giờ mỗi ngày, 7 ngày trong tuần. Quý vị có thể yêu cầu dịch vụ thông dịch, tài liệu phiên dịch ra ngôn ngữ của quý vị hoặc tài liệu bằng nhiều hình thức khác. Quý vị chỉ cần gọi cho chúng tôi tại số **1-800-464-4000**, 24 giờ mỗi ngày, 7 ngày trong tuần (trừ các ngày lễ). Người dùng TTY xin gọi **711**.

[illegible]

[illegible]

[illegible]

## Contact us

### Appointment and advice line

To make an appointment or get 24/7 medical advice, call **1-833-KP4CARE (1-833-574-2273)** (TTY 711).

### Member Service Contact Center

We're here to help. Call us 24 hours a day, 7 days a week (closed holidays), if you have questions about your benefits and coverage or to request a copy of your **Evidence of Coverage (EOC)**, which has a list of the types of services covered in your plan.

**1-800-464-4000** English

**1-800-788-0616** Spanish

**1-800-757-7585** Chinese dialects

**1-800-464-4000** Interpreter services for more than 150 languages

**711** TTY

If you are a Medicare health plan member, call **1-800-443-0815** (TTY 711), 8 a.m. to 8 p.m., 7 days a week.

### Care spotlight: Care away from home

Plan ahead, travel well, and come home healthy. Visit **kp.org/travel** or call the Away from Home Travel Line at **951-268-3900\*** for 24/7 travel support anytime, anywhere.

The website and our travel team will help you:

- Learn how to refill an eligible prescription early or away from home
- Find care in a Kaiser Permanente region
- File a claim for reimbursement when you're back

\*This number can be dialed inside and outside the United States. Before the phone number, dial "001" for landlines and "+1" for mobile lines if you're outside the country. Long-distance charges may apply, and we can't accept collect calls. The phone line is closed on major holidays (New Year's Day, Easter, Memorial Day, July Fourth, Labor Day, Thanksgiving, and Christmas). It closes early the day before a holiday at 10 p.m. Pacific time (PT), and it reopens the day after a holiday at 4 a.m. PT. If you need emergency or out-of-area urgent care, you can get care from any provider.

Kaiser Permanente Health Plan  
300 Lakeside Drive  
Oakland, CA 94612

**Important plan information**

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# Your guide to good health

Keep this book handy as a quick reference to  
getting the most out of your new plan



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account at kp.org**



**Get prescriptions**